

PRIVACY POLICY

Louise Ward Integrative Therapy — Adult Therapy Services

Louise Ward Integrative Therapy is the data controller for personal information collected in connection with your therapy.

Information I hold

This may include your name, contact details, emails or WhatsApp messages, client agreements, health information and confidential session notes.

How your information is used

Your information is used only where necessary to provide therapy, communicate with you, manage appointments, maintain appropriate clinical records and meet legal or professional obligations.

Therapy records may contain health information, which is classed as **special category data** under UK GDPR and receives additional protection.

Lawful basis

Personal data is processed under the appropriate UK GDPR lawful basis, with an additional legal condition required where health or other special category information is processed.

Storage and confidentiality

Digital records are stored securely using Google Workspace. Contact details may also be held on my phone and communications may take place by email or WhatsApp. Paper forms are scanned securely and the originals are not retained.

Your information is confidential and will not normally be shared with anyone else. Information may be disclosed where required by law or where necessary because of a serious risk of harm to you or another person.

Some technology providers may process information on my behalf and may operate outside the UK. Where applicable, appropriate UK GDPR safeguards are required.

Retention

Client records are normally retained for up to **7 years after therapy ends**, after which they are securely deleted.

Your rights

Depending on the circumstances, you may have rights to access, correct, delete, restrict or object to the use of your information, and to data portability. You may also withdraw consent where processing relies on consent.

You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**.

Contact

For privacy questions or requests, email **info@louiseward.co.uk**.

One important point: I have deliberately **not invented your lawful basis or Article 9 condition**. Because you process therapy/health information, you need both an Article 6 lawful basis and an appropriate special-category condition. We should establish exactly what you rely on before this goes live; then I can replace that generic "Lawful basis" paragraph with the correct wording.